

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTOR:

GORIN *et al.*

APPL. NO. 09/712,192

FILING DATE: November 15, 2000

TITLE: Method and System for Predicting
Problematic Situations in
Automated Dialog

GROUP ART UNIT: 2644

EXAMINER: Not Assigned

RECEIVED

JUN 07 2001

Assistant Commissioner for Patents
Washington, D.C. 20231

Technology Center 2600

DECLARATION UNDER 37 C.F.R. § 1.132

Sir:

I, Mazin Rahim, a citizen of the United States of America, whose full post office address is 1 Remington Court, Matawan, NJ 07747, sincerely declare:

1) That I was Chairman of the Automatic Speech Recognition and Understanding (ASRU) Workshop in 1999, which is sponsored by the Institute of Electrical and Electronics Engineers (IEEE).

2) As part of my duties as the Chairman for the ASRU'99, I reviewed papers that were submitted to the ASRU by authors.

3) In the course of my duties as Chairman, I reviewed the attached paper entitled "Automatic Prediction of Problematic Human-Computer Dialogues in How May I Help You?" by Marylyn Walker, Irene Langkilde, Jerry Wright, Allen Gorin, and Diane Litman, (hereinafter "the Walker et al. paper") as a candidate paper to be presented during our December 12-15, 1999 ASRU Workshop.

4) I received the Walker et al. paper on or about September 15, 1999.

5) The Walker et al. paper was reviewed by myself and Robert Pieraccini (ASRU'99 Publication Chairman) at our offices at AT&T Labs, Florham Park, NJ.¹

6) To my knowledge, the Walker et al. paper (or copies thereof) never left AT&T Labs prior to the December 12-15, 1999 ASRU Workshop, and was not provided to anyone other than the inventors, myself, and Mr. Pieraccini.

7) To my knowledge, no other person reviewed the Walker et al. paper other than myself, the inventors, and Mr. Pieraccini.

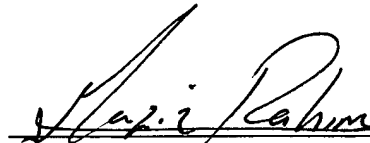
8) To my knowledge, the Walker et al. paper was not discussed with anyone outside AT&T by myself or Mr. Pieraccini.

9) Mr. Pieraccini and I approved the Walker et al. paper for presentation at the December 12-15, 1999 ASRU Workshop.

10) The Walker et al. paper was presented at the ASRU Workshop on December 12, 1999.

I further declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of Title 18 of the United States Code and that willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Signed this 30th day of May, 2001


Mazin Rahim

¹ I have been an AT&T employee since January, 1993. Mr. Pieraccini was an AT&T employee at the time the Walker et al. paper was submitted on or about September 15, 1999. Authors Walker, Gorin, Wright, and Litman are also AT&T employees. Author Langkilde was an intern at AT&T during 1999.